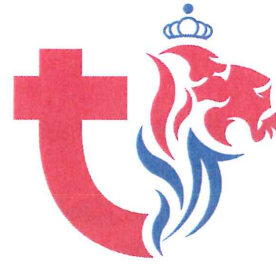


**ENGLISH  
INTERNATIONAL  
SCHOOL OF TUNIS**  
British Curriculum



## **EIST Complaints Policy 2025-2026**

Revised Date:	August 2025
Next Review Due:	August 2026
Policy Reference Number:	EIST 2025 CP Ver.2

## Contents:

1. Scope/Rationale/Framework
2. Aims/Objectives
3. Glossary & Terms (Definitions)
4. Policy Statements
5. Reporting & Dealing with Incidents
6. Enforcement of Policy
7. Role of Designated Contact Staff Member
8. Appendix 1
9. Appendix 2

At EIST, we are committed to providing a safe, supportive, and inclusive environment in which all students can achieve their full academic and social potential. We place high value on positive relationships between the school, parents, carers, and the wider community.

We recognise, however, that there may be occasions when concerns arise or when individuals feel dissatisfied with aspects of the school's provision or services. The school views complaints as an opportunity to reflect, improve, and strengthen its practices.

This policy outlines the clear, fair, and transparent procedures to be followed when raising a concern or making a formal complaint. It ensures that all concerns are handled promptly, consistently, and with due respect for all parties involved.

## 1. Scope/Rationale/Framework

### 1.1. Scope

This policy applies to all parties within EIST, including:

- Parents and carers
- Students (where appropriate)

It covers all concerns and complaints relating to:

- Teaching and learning
- Student welfare and behaviour
- School organisation and communication
- Operational procedures and services provided by the school

- Staff conduct (excluding formal HR disciplinary matters, which follow separate procedures)

This policy applies to all school activities, whether on-site or during school-related events off-site.

## 1.2. Rationale

EIST is committed to maintaining high standards of education, care, and communication. The school recognises that from time to time concerns may arise and believes that these should be addressed promptly, fairly, and transparently.

The rationale for this policy is to:

- Ensure that concerns are handled in a structured and consistent manner
- Promote open communication between the school and all parties
- Resolve issues at the earliest possible stage
- Support continuous improvement in school practice
- Maintain trust and confidence in the school community
- Ensure compliance with international inspection standards.

The school views complaints as an opportunity to reflect, learn, and improve its provision.

## 1.3. Framework

The complaints process is structured in clearly defined stages to ensure fairness, transparency, and efficiency:

### Stage 1 – Informal Resolution:

Concerns are first addressed directly with the relevant staff member to seek immediate resolution wherever possible.

### Stage 2 – Formal Complaint (School Level):

If unresolved, the complaint is escalated in writing to senior leadership. An investigation is conducted and a formal response is issued within agreed timelines.

### Stage 3 – Escalation:

If the complainant remains dissatisfied, the matter may be referred to the School Director or Governing Body for review and final decision.

## 2. Aims/Objectives

### 2.1. Aims

The aim of this Complaints Policy is to ensure that EIST provides a clear, fair, and transparent process for managing concerns and complaints from parents, carers, students, and members of the wider school community.

The school aims to promote a culture of openness, trust, and continuous improvement, where concerns are viewed as opportunities to strengthen practice and enhance the quality of education and care provided.

### 2.2. Objectives

The objectives of this policy are to:

- Ensure that all complaints are handled promptly, fairly, and consistently
- Provide clear guidance on how concerns should be raised and addressed
- Encourage early resolution of issues at an informal level wherever possible
- Ensure transparency and accountability at all stages of the process
- Maintain accurate records of all complaints and outcomes
- Support positive communication between the school and stakeholders
- Promote continuous improvement in school policies, procedures, and practice
- Ensure compliance with international inspection requirements.

## 3. Glossary & Terms (Definitions)

At EIST, concerns are formally recorded using two main school forms to ensure appropriate handling, safeguarding, and follow-up in line with school standards:

### 3.1. Academic Concern Form

This form is used to report concerns related to a student's academic progress, behaviour for learning, classroom engagement, attendance affecting learning, or any matter impacting educational performance. It is usually completed by staff or parents and is directed to the relevant academic team or leadership for follow-up.

### 3.2. Safeguarding Concern Form

This form is used to report any concern relating to a student's safety, welfare, emotional wellbeing, or protection. All safeguarding concerns are treated as high priority and are handled in accordance with the EIST Safeguarding and Child Protection Policy. These concerns are immediately shared with the Designated Safeguarding Lead (DSL) or Deputy DSL.

In addition, EIST maintains a shared Excel tracking sheet used to log and monitor all recorded concerns. This document is accessible to the Principal (Head of Secondary), the Safeguarding Team, and the School Liaison Manager. It ensures that all academic and safeguarding concerns are centrally recorded, appropriately followed up, and consistently monitored in line with school procedures.

## **4. Policy Statements**

EIST is committed to handling all complaints fairly, consistently, and transparently, with the aim of achieving a timely and appropriate resolution in line with school values.

### 4.1. Accessibility

The complaints procedure is clearly communicated to parents, staff, and all parties involved and is accessible to all members of the school community. Concerns can be raised through informal or formal channels depending on the nature of the issue.

### 4.2. Fairness and Impartiality

All complaints will be handled objectively, without bias, and with due regard to all parties involved. Investigations will be conducted in a balanced manner, ensuring that all perspectives are considered.

### 4.3. Timeliness

EIST is committed to acknowledging and addressing complaints within reasonable and clearly defined timeframes, ensuring that concerns are managed efficiently and without unnecessary delay.



#### 4.4. Confidentiality

All complaints are treated with appropriate confidentiality. Information will only be shared with staff members directly involved in managing, investigating, or resolving the concern.

#### 4.5. Safeguarding Priority

Where a complaint involves a safeguarding concern, it will be immediately escalated and managed in accordance with the EIST Safeguarding and Child Protection Policy. Safeguarding always takes precedence over standard complaint procedures.

#### 4.6. Record Keeping and Monitoring

All complaints are formally recorded and monitored. EIST also maintains a shared tracking system (Excel sheet) accessible to the Principal (Head of Secondary), Safeguarding Team, and School Liaison Manager to ensure effective follow-up and oversight.

#### 4.7. Continuous Improvement

EIST uses complaint data and outcomes to reflect on practice, improve communication, and enhance overall school provision and stakeholder satisfaction.

#### 4.8. Equality and Respect

All complaints are handled in line with the school's commitment to equality, diversity, and respect. All individuals involved are expected to communicate professionally and respectfully throughout the process.

This policy is designed to ensure best practice in safeguarding, communication, governance, and school accountability.

### **5. Reporting & Dealing with Incidents**

EIST is committed to ensuring that all incidents are reported, recorded, and managed appropriately to safeguard students, maintain a positive learning environment, and ensure consistency .

All staff are expected to report any incident, concern, or allegation as soon as possible to the appropriate member of staff (Class Teacher, Head of Department, DSL, or School Liaison Manager depending on the nature of the incident).

Where required, incidents must be formally documented using the appropriate school form:

- Academic Concern Form
- Safeguarding Concern Form

### 5.1. Recording and Documentation

All incidents must be recorded clearly, factually, and without opinion. Records should include who was involved, what happened, when and where it occurred, and any immediate actions taken.

### 5.2. Escalation

Incidents involving safeguarding concerns, serious behaviour, or risk to student wellbeing must be escalated immediately to the Designated Safeguarding Lead (DSL) or Deputy DSL.

Less serious incidents may be managed at classroom or departmental level but must still be recorded and monitored.

### 5.3. Response and Action

The school will ensure that appropriate and proportionate action is taken in response to each incident. This may include:

- Verbal or written warnings
- Parent communication
- Behavioural support or interventions
- Safeguarding procedures where necessary
- Leadership involvement for serious cases

### 5.4. Communication with Parents

Where appropriate, parents will be informed of incidents in a timely and professional manner. Communication will be factual, respectful, and focused on resolution and student support.

### 5.5. Monitoring and Follow-Up

All incidents are monitored to ensure follow-up actions are completed and that any recurring concerns are identified and addressed. EIST uses a centralised tracking system (Excel log) shared between the Principal (Head of Secondary), Safeguarding Team, and School Liaison Manager to ensure oversight and continuity.

## 5.6. Confidentiality

All incident reports are handled with strict confidentiality and shared only with staff directly involved in managing or resolving the situation.

## 5.7. Safeguarding Priority

Any incident involving potential risk to a child's safety or wellbeing will be treated as a safeguarding matter and managed in line with the EIST Safeguarding and Child Protection Policy.

# **6. Enforcement of Policy**

This policy applies to all members of the EIST community, including students, parents, staff, and any external stakeholders interacting with the school.

## 6.1. Responsibility for Implementation

The implementation of this policy is overseen by the School Leadership Team. The Principal (Head of Secondary) holds overall responsibility for ensuring that complaints and concerns are managed appropriately, in line with school procedures .

## 6.2. Compliance with Procedures

All staff are required to follow the agreed complaints and incidents procedures, including the correct use of Academic Concern Forms, Safeguarding Concern Forms, and any designated tracking systems (including the shared Excel log).

Failure to follow procedures may result in further review by school leadership.

## 6.3. Escalation of Serious Cases

Any complaint or incident involving safeguarding concerns, serious misconduct, or risk to student wellbeing must be escalated immediately to the Designated Safeguarding Lead (DSL) or senior leadership team without delay.

## 6.4. Monitoring and Accountability

The school ensures ongoing monitoring of complaints, concerns, and incidents to maintain accountability and consistency. Records are reviewed by relevant leadership members, including the Safeguarding Team and School Liaison Manager, to ensure appropriate follow-up actions are completed.

### 6.5. Breach of Policy

Any deliberate failure to report, record, or escalate concerns appropriately may be treated as a breach of school policy and may result in disciplinary action in line with EIST staff or student conduct procedures.

### 6.6. Review of Policy

This policy is reviewed regularly by school leadership to ensure continued compliance with the school standards and alignment with best safeguarding and operational practices.

## **7. The Role of Designated contact staff Member**

The Designated Contact Staff Member is responsible for receiving, logging, and coordinating with the school liaison manager the initial handling of complaints and concerns within EIST. This role ensures that all issues are appropriately directed, recorded, and followed up in line with school procedures .

### 7.1. Key Responsibilities

The Designated Contact Staff Member (School Liaison Manager) will:

- Receive concerns from parents, students, and staff through formal and informal channels
- Ensure all concerns are recorded using the appropriate school systems (forms and/or tracking log)
- Classify concerns appropriately (academic, behavioural, or safeguarding-related)
- Refer safeguarding concerns immediately to the Designated Safeguarding Lead (DSL)
- Share relevant information with appropriate departments or leadership for action
- Maintain accurate and up-to-date records of all reported concerns
- Follow up to ensure actions have been completed and concerns are resolved appropriately

### 7.2. Communication and Coordination

The Designated Contact Staff Member acts as a central point of coordination between parents, teaching staff, the Safeguarding Team, and school leadership to ensure clear and consistent communication.

### 7.3. Record Keeping and Monitoring



All concerns must be logged and monitored through the school's tracking systems, including the shared Excel sheet used by the Principal (Head of Secondary), Safeguarding Team, and School Liaison Manager.

### 7.4. Safeguarding Responsibility


The Designated Contact Staff Member does not investigate safeguarding concerns but ensures immediate escalation to the DSL or Deputy DSL in line with EIST Safeguarding and Child Protection Policy.

### 7.5. Professional Conduct

All responsibilities must be carried out with professionalism, confidentiality, and impartiality, ensuring that all parties are treated fairly and respectfully.

CEO	Head of Education
Mr Zied Ben Ghorbel	Ms Jacqueline Johnson
Date: 20/08/2025	Date: 20/08/2025
	



<p>ENGLISH INTERNATIONAL SCHOOL OF TUNIS British Curriculum</p> 	<h2>Academic Concerns Form</h2>
---	---------------------------------

This form allows you to share any academic concerns about your child, such as progress, grades, homework, or classroom support. The information you provide will help the school understand the issue and respond appropriately. Please complete all relevant sections to ensure we can follow up effectively.

Parent/Guardian full name:

Contact number:


Email address:

Student's full name:

Year group:

Subject(s) concerned:



	<p>Behaviour &amp; Safeguarding Matters Form</p>	<p>.../.../.....Date</p>
---	--	--------------------------

This form is for reporting or expressing concerns about behaviour, bullying, wellbeing, or any safeguarding matter affecting your child. Your submission will be handled confidentially and reviewed by the safeguarding team to ensure the safety and wellbeing of all students.

Parent/Guardian full name:

Contact number:

Email address:

Student's full name:

Year group:

Nature of the concern(s):

- Bullying
- Safety concern (online, physical, emotional)
- Behavioural issue
- Wellbeing / mental health
- Other (please specify):